
CITY OF SAN ANTONIO PURCHASING & GENERAL SERVICES DEPARTMENT

Issued By: AW/arw
BID NO.: A1086-06-AW

Date Issued: January 30, 2005
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FORMAL REQUESTS FOR OFFERS
PERSONAL COMPUTER MAINTENANCE & SUPPORT FOR ALAMO AREA LIBRARY SYSTEM
LIBRARIES

The City of San Antonio Purchasing Department is requesting offers for Personal Computer Maintenance & Support For Alamo Area Library System Libraries under Sections 271.081-271.083 Local Government Code, V. T. C. A., Section 2155.204 and 2157.001 of the Texas Local Government Code, Title 8, Subtitle C, Subchapter D allows for catalogue purchase procedures for automated information systems.

PLEASE REVIEW THE TERMS AND CONDITIONS FOR THIS REQUEST AND
PROVIDE YOUR OFFER UP UNTIL 4:30PM, FEBRUARY 17, 2005.

It is the policy of the City of San Antonio to involve qualified Small, Minority, Woman-owned, and local business in construction, procurement, professional services, and leases and concessions contracting. The City of San Antonio has established the following minority business enterprise (MBE), woman business enterprise (WBE), African-American business enterprise (AABE), and small business enterprise (SBE) utilization goals:

MBE Goal: 15% WBE Goal: 10%
AABE Goal: 3% SBE Goal: 50%

Prompt Payment Discount: _____% _____days. (If no discount is offered, Net 30 will apply.)

Please check the following blanks which apply to your company:

Ownership of firm (51% or more):

___ Non-minority ___ Hispanic ___ African-American ___ Other Minority (specify) _____

___ Female Owned ___ Handicapped Owned ___ Small Business (less than \$1 million annual receipts or 100 employees)

Indicate Status: ___ Partnership ___ Corporation ___ Sole Proprietorship ___ Other (specify) _____

Tax Identification Number: _____ Social Security Number: _____ - _____ - _____

**This offer will not be considered timely unless this page is properly
executed and returned with all required information.**

Please complete the following:

Company Name

CISV VID#

Address

(____) _____ (____) _____
Phone Number Fax Number

City, State, Zip Code

Email

FOR CITY USE ONLY

AWARD

Items Accepted:	Ordinance No:	Date:	Amount:
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Approved: _____

CITY OF SAN ANTONIO

The City of San Antonio Purchasing Department is willing to assist any vendor(s) in the interpretation of offer provisions or explanation of how forms are to be completed. Assistance may be received by visiting the Purchasing Office in the City Hall Annex, 131 W. Nueva, Suite 175, or by calling (210) 207-7260

RESPONSES MAY BE SUBMITTED BY:

FAX TO (210) 207-7270

OR

BY MAIL OR IN PERSON AT:

Purchasing and General Services Department

Attn: PERSONAL COMPUTER MAINTENANCE & SUPPORT FOR ALAMO AREA LIBRARY

SYSTEM LIBRARIES A1086-06-AW

131 W. Nueva, Suite 175

San Antonio, TX 78204

By signing below, vendor acknowledges that he/she has read, understands and agrees to the terms and conditions contained within this request for offer.

Authorized Signature and Title

Printed Name and Title

Date Signed

TERMS AND CONDITIONS OF REQUEST FOR OFFERS**READ CAREFULLY****1. GENERAL CONDITIONS**

Vendors are required to submit their offers upon the following expressed conditions

- (a) Vendors shall thoroughly examine the drawings, specifications, schedule(s), instructions and all other contract documents.
- (b) Items purchased from this contract will be provided in accordance with the State of Texas program criteria and guidelines adopted by the City of San Antonio.
- (c) Please direct technical questions concerning this request for offers to Andria Williams at (210) 207-2101. Contractual questions may be directed to Andria Williams at (210) 207-2101 or email at ariley@sanantonio.gov.
- (d) Vendor's are advised that all City contracts are subject to all legal requirements provided for in the City Charter and/or applicable City Ordinances, state and federal statutes. Any offer, after being awarded, becomes subject to the Open Information Act, Government Code Chapter 552, therefore vendor must clearly indicate any portion of the submitted offer that the offerer claims is not subject to public inspection under the Open Information Act.
- (e) No officer or employee of the City shall have a financial interest, direct or indirect, in any contract with the City, or shall benefit financially, directly or indirectly, in the sale to the City of any materials, supplies or services, except on behalf of the City as an officer or employee. This prohibition extends to the City Public Service Board, San Antonio Water System, and all City boards and commissions other than those which are purely advisory. In this instance a City employee is defined as any employee of the City who is required to file a financial involvement report pursuant to the City's ethics ordinance.

2. QUALIFIED INFORMATION SERVICES VENDOR (CISV) DESIGNATION

- (a) Vendors must be designated as a Qualified Information Services Vendor (CISV) under the Texas Building and Procurement Center's (TBPC) State Catalogue Purchase Program. Vendors must provide a catalogue available on paper or electronically through a Texas Building and Procurement Center approved URL (universal resource locator) with their prices that includes all items covered in this document or show evidence that they have filed an update with the GSC. The City will not purchase any item from a vendor, which is not a part of their approved catalog.

Evaluation and selection of the successful vendor will include purchase price, Catalog Information Services Vendor (CISV) designation, and availability of contract items from CISV catalog.

- (b) Either party may cancel the contract at any time after award. The City shall be required to give the vendor notice 30 days prior to the date of cancellation of the contract. The vendor shall be required to give the City written notice 60 days prior to the date of cancellation of the contract.

3. INTERLOCAL PARTICIPATION

- (a) The City may, from time to time, enter into Interlocal Cooperation Purchasing Agreements with other governmental entities or governmental cooperatives (hereafter collectively referred to as "Entity" or "Entities") to enhance the City's purchasing power. At the City's sole discretion and option, City may inform other Entities that they may acquire items listed in this Request for Offer (hereafter "RFO"). Such acquisition(s) shall be at the prices stated herein, and shall be subject to vendor's acceptance. Entities desiring to acquire items listed in this RFO shall be listed on a rider attached hereto, if known at the time of issuance of the RFO. City may issue

subsequent riders after contract award setting forth additional Entities desiring to utilize this Request for Offer. VENDOR shall sign and return any subsequently issued riders within **ten** calendar days of receipt.

- (b) In no event shall City be considered a dealer, remarketer, agent or other representative of Vendor or Entity. Further, City shall not be considered and is not an agent; partner or representative of the Entity making purchases hereunder, and shall not be obligated or liable for any such order.
- (c) Entity purchase orders shall be submitted to Vendor by the Entity.
- (d) Vendor authorizes City's use of Vendor's name, trademarks and Vendor provided materials in City's presentations and promotions regarding the availability of use of this contract. The City makes no representation or guarantee as to any minimum amount being purchased by City or Entities, or whether Entity will purchase utilizing City's contract.
- (e) **CITY WILL NOT BE LIABLE OR RESPONSIBLE FOR ANY OBLIGATIONS, INCLUDING, BUT NOT LIMITED TO, PAYMENT, AND FOR ANY ITEM ORDERED BY AN ENTITY OTHER THAN CITY.**

4. PREPARATION OF OFFERS

Offers will be prepared in accordance with the following:

- (a) Responses may be submitted by fax at (210) 207-7270 or by mail or in person at:

Purchasing and General Services Department
Attn: **Personal Computer Maintenance & Support for Alamo Area Library System Libraries A1086-06-AW**
131 W. Nueva, Suite 175
San Antonio, TX 78204

- (b) All information required by the request for offer form shall be furnished or the offer may be deemed non-responsive. The vendor shall print or type name and manually sign the schedule.
- (c) Alternate offers may be allowed at the sole discretion of the City.
- (d) Where there is a discrepancy between the unit price and the extended price, the unit price shall prevail.
- (e) Any offer that is considered for award on an "all or none" basis must include a price quote for all units or line items. Any offer that is considered for award by each unit or line item must include a price for each unit or line item for which the offerer wishes to be considered. Any ambiguity in the offer as a result of omission, error, unintelligible or illegible wording shall be construed in the favor of the City.
- (f) Vendors submitting offers on hardware must prove, upon request, that they are an authorized reseller of the products being offered and are required to provide written proof stating that they are authorized to quote prices, distribute the products and provide warranty support.
- (g) Vendors will neither include federal taxes nor State of Texas limited sales excise and use taxes in quoted prices since the City of San Antonio is exempt from payment of such taxes. An exemption certificate will be signed by City where applicable upon request by vendor.
- (h) By submittal of this offer, vendor certifies to the best of his/her knowledge that all information is true and correct.

5. DESCRIPTION OF SUPPLIES

- (a) Any catalog or manufacturer's reference used in describing an item is merely descriptive, and not restrictive, unless otherwise noted, and is used only to indicate type and quality of material. Each offer must clearly identify the proposed product, the quantity of the product, model, and type, as applicable. Prorata adjustments to packaging and pricing may be allowed at the sole discretion of the City.
- (b) All items must be completely compatible with the City of San Antonio's existing system and network. Items must also be the latest manufacturer announced product change and release unless otherwise specified by the City of San Antonio.
- (c) The vendor shall supply technical and operational information including the cost of available options for each product.
- (d) Discontinued items must be substituted with a comparable item that meets or exceeds the specifications of the discontinued item and made available to the City at the same or lesser cost. Any substitute or price decrease proposed must be submitted in writing on company letterhead by the vendor and approved by the City of San Antonio Purchasing and General Services Department.
- (e) In the case of new or advanced technology, the City may purchase the newer technology without violating this contract. Also, the City may accept a substitute during the contract period from the contractor provided it is a comparable item that meets or exceeds specifications AND the price does not exceed that of the original item. If a substitute is proposed, the City reserves the right to require the vendor to demonstrate the compatibility of any product proposed by the vendor.

6. ASSURANCE OF COMPLIANCE - EQUAL EMPLOYMENT OPPORTUNITY AND SMALL AND/OR MINORITY BUSINESS ADVOCACY REQUIREMENTS

It is the policy of the City of San Antonio that Small and/or Minority Business Enterprises shall have the maximum practicable opportunity to participate in the performance of public contracts. Vendor agrees that if this offer is accepted, he/she will not engage in employment practices which have the effect of discriminating against employees or prospective employees because of race, color, religion, national origin, sex, age, handicap or political belief or affiliation. In addition, vendor agrees, by submittal of this offer, that he/she will abide by all applicable terms and provisions of this Nondiscrimination Clause and the Small Business Advocacy Clause. These clauses are available in the City's Department of Economic and Employment Development and the City Clerk's Office.

7. SAMPLES, DEMONSTRATIONS AND TESTING

At the City's request and direction, vendor shall provide product samples and/or testing of items offered to ensure compliance with specifications. Samples, demonstrations and/or testing may be requested prior to award of the contract, upon delivery and/or at any point during the term of resulting contract. After notification, samples, demonstrations and/or testing must be provided within **ten** days. Failure to provide samples prior to award of contract will disqualify vendor from consideration. All samples (including return thereof), demonstrations and/or testing shall be at the expense of the vendor. Samples will be returned upon request; otherwise, samples will become property of the City of San Antonio, **ten** days after award of the contract.

8. REJECTION OF OFFERS

(a) The City may reject an offer if:

- 1) The vendor misstates or conceals any material fact in the offer; or
- 2) The offer does not strictly conform to law or the requirements of the request for offer;
- 3) The offer is conditional, except that the vendor may qualify the offer for acceptance by the City on an "All or None" basis or a "Low Item" basis. An "All or None" basis offer must include all items upon which offers are invited.

(b) In the event that a vendor is or subsequently becomes delinquent in the payment of his, her or its City taxes, including state and local sales taxes, such fact shall constitute grounds for rejection of the offer, or if awarded the contract, for cancellation of the contract. However, the City reserves the right to deduct any delinquent taxes from payments that the City may owe to the delinquent vendor as a result of such contract.

(c) The City may, however, reject all offers whenever it is deemed in the best interest of the City to do so, and may reject any part of an offer unless the offer has been qualified as provided in 7(a) 3 above. The City at its sole discretion may also waive any minor informalities or irregularities in any offer, to include failure to submit sufficient response copies, failure to submit literature or similar attachments, or business affiliation information.

9. LATE OFFERS OR MODIFICATIONS

Offers and modifications received after the time set for the RFO deadline will not be considered.

10. CLARIFICATION TO SPECIFICATIONS

(a) If any person contemplating submitting an offer for this contract is in doubt as to the true meaning of the specifications, other related documents, or any part thereof, he/she may submit to the City Director of Purchasing on or before seven calendar days prior to scheduled opening, a request for clarification. All such requests for information shall be made in writing and the person submitting the request will be responsible for its prompt delivery. Any interpretation of the request for offer, if made, will be made only by addendum duly issued. A copy of such Addendum will be mailed or delivered to each person receiving request for offers. The City will not be responsible for any other explanation or interpretation of the proposed offer made or given prior to the award of the contract. Any objections to the specifications and requirements as set forth in this request for offer must be filed in writing with the Director of Purchasing on or before seven calendar days prior to the scheduled opening.

(b) The City reserves the right to request clarification to assist in evaluating the vendor's response when the vendor response is unclear with respect to product pricing, packaging or other factors. The information provided is not intended to change the vendor response in any fashion and such information must be provided within two days from request.

11. AWARD OF CONTRACT

(a) Per Section § 252.043 of the Texas Local Government Code, the contract will be awarded to either the lowest responsible vendor or to the vendor who provides goods and/or services at the best value for the City. In determining best value, the City may consider price, reputation, quality, past relationship with City, SBEDA requirements, long term cost and any other relevant factors.

(b) The City reserves the right to accept any item or group of items on this offer, unless the vendor qualifies his/her offer by specific limitations. Re Par.8 (a) 3 above.

- (c) A written award of acceptance (manifested by a City Ordinance) and appropriation mailed or otherwise furnished to the successful vendor results in a binding contract without further action by either party.
- (d) Breaking of tie offers shall be in accordance with V.T.C.A. Local Government Code § 271.901.
- (e) Although the information furnished to vendors specified the approximate quantities needed, based on the best available information where a contract is let on a unit price basis, payment shall be based on the actual quantities supplied. The City reserves the right to delete items, prior to the awarding of the contract, and purchase said items by other means; or after the awarding of the contract, to increase or decrease the quantities offered in accordance with § 252.048 of the Texas Local Government Code. No changes shall be made without written notification of the City.
- (f) Quantities shown are estimates and will be used for evaluation purposes only
- (g) The City of San Antonio reserves the right to utilize previous purchases as a basis for evaluation of offers when future usages are unable to be determined.

12. PERFORMANCE DEPOSIT

The following provisions shall apply only when a performance deposit is specified as required in this Request for Offer.

- (b) The successful vendor(s) must furnish the City of San Antonio with a performance deposit in the amount set forth in the Request for Offer. This deposit is not to be submitted with the offer, but must be presented to the Purchasing Department within ten days from request.
- (c) The City of San Antonio will not enter into a contract or issue a purchase order until the successful vendor has complied with the performance deposit provisions.
- (d) The performance deposit shall be in the form of a performance bond (in a form acceptable to the City Attorney), cashier's check, certified check upon a state or national bank or trust company, or a check on such bank or trust company signed by a duly authorized officer thereof (checks to be drawn payable to the City of San Antonio), or a Certificate of Deposit from such bank or trust company assigned to the City of San Antonio, or an irrevocable letter of credit from a state or national bank or trust company.
- (e) The performance deposit of the successful vendor(s) shall be returned by the City upon completion of the contract and final acceptance of all items in accordance with condition thereof.
- (f) Failure of vendor to perform any of the services required by this contract within ten days of receipt of written demand for performance from City, or failure of vendor to correct or replace defective goods or products within ten days from receipt of written demand therefor, shall constitute a total breach of this contract and shall cause this contract to terminate immediately upon the expiration of the 10-day period. In the event of such termination, the performance deposit shall be retained by the City of San Antonio as liquidated damages, based upon mutual agreement and understanding between vendor and City at the time this offer is solicited, submitted and accepted, that the City of San Antonio is a governmental agency engaged in public projects, and that the measurement of damages, which might result from a breach of the terms and specifications herein is difficult or impossible to determine. However, the Director of Purchasing, with the concurrence of the City Manager, may return all or part of the performance deposit to the vendor if the Director determines, in the Director's sole discretion, that the failure to perform the conditions of this contract was the result of acts or events over which the vendor had no control. The determination shall then be final and binding on all parties.

13. INDEPENDENT CONTRACTOR

It is expressly understood and agreed by both parties hereto that the City is contracting with the successful vendor as an independent contractor. The parties hereto understand and agree that the City shall not be liable for any claims which may be asserted by any third party occurring in connection with the services to be performed by the successful vendor under this contract and that the successful vendor has no authority to bind the City.

14. REQUEST FOR RESULTS

Any party requesting documents relating to the results for this RFO shall make a request in writing to the Purchasing and General Services Department by fax at (210) 207-7270 or by email at ariley@sanantonio.gov. Requests for results must have the RFO name and number clearly marked on the cover sheet or stated in the email subject line. Pursuant to state law, the City may assess a fee in order to recoup the cost related to providing the requested information.

15. PATENTS/COPYRIGHTS

The successful vendor agrees to indemnify and hold the City harmless from any claim involving patent infringement or copyrights on goods supplied.

16. INDEMNITY

- (a) **CONTRACTOR** covenants and agrees to **FULLY INDEMNIFY** and **HOLD HARMLESS**, the **CITY** and the elected officials, employees, officers, directors, and representatives of the **CITY**, individually or collectively, from and against any and all costs, claims, liens, damages losses, expenses, fees, fines, penalties, proceedings, actions, demands, causes of action, liability and suits of any kind and nature, including but not limited to, personal injury or death and property damage, made upon the **CITY**, directly or indirectly arising out of resulting from or related to **CONTRACTOR'S** activities under this **CONTRACT**, including any acts or omissions of **CONTRACTOR**, any agent, officer, director, representative, employee, consultant or subcontractor of **CONTRACTOR**, and their respective officers, agents, employees, directors and representatives while in the exercise or performance of the rights or duties under this **CONTRACT**, all without, however, waiving any governmental immunity available to the **CITY** under Texas Law and without waiving any defenses of the parties under Texas Law. The provisions of this **INDEMNIFICATION** are solely for the benefit of the parties hereto and not intended to create or grant any rights, contractual or otherwise, to any other person or entity. **CONTRACTOR** shall promptly advise the **CITY** in writing of any claim or demand against the **CITY** or **CONTRACTOR** known to **CONTRACTOR** related to or arising out of **CONTRACTOR'S** activities under this **CONTRACT** and shall see to the investigation and defense of such claim or demand at **CONTRACTOR'S** cost. The **CITY** shall have the right, at its option and at its own expense, to participate in such defense without relieving **CONTRACTOR** of any of its obligations under this paragraph.
- (b) It is the **EXPRESS INTENT** of the parties to this contract, that the **INDEMNITY** provided for in this section, is an **INDEMNITY** extended by **CONTRACTOR** to **INDEMNIFY, PROTECT** and **HOLD HARMLESS** the **CITY** from consequences of the **CITY'S OWN NEGLIGENCE**, provided however, that the **INDEMNITY** provided for in this section **SHALL APPLY** only when the **NEGLIGENT ACT** of the **CITY** is a **CONTRIBUTORY CAUSE** of the resultant injury, death, or damage, and shall have no application when the negligent act of the **CITY** is the sole cause of the resultant injury, death, or damage. **CONTRACTOR** further **AGREES TO DEFEND, AT ITS OWN EXPENSE** and **ON BEHALF OF THE CITY AND IN THE NAME OF THE CITY**, any claim or litigation brought against the **CITY** and its elected officials, employees, officers, directors and representatives, in connection with any such injury, death, or damage for which this **INDEMNITY** shall apply, as set forth above.

17. INSURANCE

If required, specific insurance provisions will be included in the request for offer specifications. An original, certified copy of an insurance certificate must be submitted within ten days from request. The successful vendor will be required to maintain at all times during performance of the contract the insurance detailed in the specifications. Failure to provide this document may result in disqualification of offer.

18. ACCEPTANCE BY CITY

The City shall have a reasonable time (but not less than 30 days) after receipt to inspect the goods and services tendered by Seller. The City at its option may reject all or any portion of such goods or services which do not in City's sole discretion comply in every respect with each and every term and condition of the purchase contract. The City may elect to reject the entire goods and services tendered, even if only a portion thereof is nonconforming, at no cost to the City. If the City elects to accept nonconforming goods and services, the City, in addition to its other remedies, shall be entitled to deduct a reasonable amount from the price thereof to compensate the City for the nonconformity. Any acceptance by the City, even if non-conditional, shall not be deemed a waiver or settlement of any defect in such goods and services.

19. WARRANTY

The supplies or services furnished under this contract shall be covered by the most favorable commercial warranties given to any customer for same or similar supplies or services. Standard manufacturers warranty will apply unless specifically stated otherwise in the terms and conditions of this request for offer.

20. CHANGE ORDERS

No oral statement of any person shall modify or otherwise change, or affect the terms, conditions or specifications stated in the resulting contract. All change orders will be made in writing by the City of San Antonio Purchasing Department.

21. ASSIGNMENT

The successful vendor shall not sell, assign, transfer or convey this contract in whole or in part, without the prior written consent of the City of San Antonio Purchasing Department. Any such assignment or transfer shall not release vendor from all contractual obligations.

22. PRICING

- (a) Vendors will neither include federal taxes nor State of Texas limited sales excise and use taxes in offered prices since the City of San Antonio is exempt from payment of such taxes. An exemption certificate will be signed by City where applicable upon request by vendor.
- (b) The price provided by the vendor must include ALL costs associated with each and every item being offered.
- (c) Where there is an error in extension of price, the unit price shall govern.
- (d) Quoted prices must remain firm for the duration of the contract period unless a manufacturer's published price increase or decrease is announced. In the event of such announcement, the City should benefit from any price decrease. Any price increase proposed must be submitted in writing to the Purchasing and General Services Department within 15 days of such increase. Manufacturer notification must accompany proposed increase. The City of San Antonio must approve, in writing, any increase before changes will be effective. Prices may not be increased by more than 3% of the original price quoted. At the City's request, the vendor will provide a list of current prices for items covered under this contract.

23. DISCOUNTS

- (a) Prompt payment discounts will be considered in making the award provided the period of the discount offered is sufficient to permit payment within such period in the regular course of business (minimum ten days).
- (b) In connection with any discount offered, time will be computed from the date of receipt of supplies or services, or from the date a correct invoice is received, whichever is the later date. Payment is deemed to be made on the date of mailing of the check.

24. CONTRACT TERMINATION

(a) TERMINATION-BREACH:

Should vendor fail to fulfill in a timely and proper manner, as determined solely by the Director of Purchasing & General Services, its obligations under this contract, or violate any of the terms of this contract, the City shall have the right to immediately terminate the contract. Notice of termination shall be provided in writing to the contractor, effective upon the date set forth in the notice. Such termination shall not relieve the vendor of any liability to the City for damages sustained by virtue of any breach by the vendor.

(b) TERMINATION-NOTICE:

Either party may cancel the contract at any time after award. The City shall be required to give the vendor notice **thirty** days prior to the date of cancellation of the contract. The vendor shall be required to give the City written notice **sixty** days prior to the date of cancellation of the contract.

(c) TERMINATION-FUNDING:

City retains the right to terminate this contract at the expiration of each of City's budget periods. This contract is conditioned on a best efforts attempt by City to obtain and appropriate funds for payment of any debt due by City herein.

25. DELIVERY

- (a) All items must be delivered in original, sealed manufacturers packaging and include manufacturer documentation and manuals.
- (b) Vendor shall make all investigations necessary to thoroughly inform themselves regarding plant and facilities for delivery of material and equipment as required by the Request for Offer conditions. No plea of ignorance by the vendor of conditions that exist or that may hereafter exist as a result of failure or omission on the part of the offerer to make the necessary examinations and investigations, or failure to fulfill in every detail the requirements of the contract documents, will be accepted as a basis for varying the requirements of the City or the compensation to the vendor.
- (c) Upon award of a contract, the vendor is obligated to deliver the goods to the destination specified in the Request for Offers or the Purchase Order and bears the risk of loss until delivery. If this Request for Offers or Purchase Order does not contain delivery instructions, vendors shall request instructions in writing from the Director of Purchasing. If the delivery instructions contained in the Request for Offers allocate delivery costs and risks in a manner contrary to this section, the provisions of this Request for Offers shall prevail.
- (d) When delivery is not met as provided for in the contract, the Purchasing Department reserves the right to make the purchase on the open market, with any cost in excess of the contract price paid by the vendor, in addition to any other damages, direct or consequential, incurred by the City as a result thereof. In addition, failure of the vendor to meet the contract delivery dates will be cause for removal of the vendor from the City's list of eligible vendors as determined by the Purchasing & General Services Department.

REQUIREMENTS AND SPECIFICATIONS

PERIOD OF CONTRACT: Contract shall be for the period beginning upon award and terminating August 31, 2006.

The City of San Antonio reserves the right to extend the contract period for one (1) additional year based on the initial bid submitted, upon mutual consent of City of San Antonio and the contractor.

SCOPE: The City of San Antonio is requesting offers from Catalog Information Services Vendors for Personal Computer Maintenance & Support for the Alamo Area Library System Libraries in accordance with the State of Texas Catalogue Purchase Program. These items will be purchased throughout the contract period and used by the San Antonio Public Library Alamo Area Library System to provide hardware and software maintenance, repair, and support services and upgrading of personal computers networking and operating systems.

STANDARD REQUIREMENTS

1. Prospective vendors must prove beyond any doubt to the City Purchasing Manager that they are duly qualified, capable, bondable, etc. to fulfill and abide by the specifications herein listed.
2. When contractor cannot abide by terms and conditions in fulfilling the contract, contractor must supply service or supplies from other sources at the contract price. If contractor delays in the above, the City reserves the right to purchase on the open market and charge contractor the difference between contract price and the purchase price.
3. The Annual Contract shall include the following terms and conditions:
 - a) This contract purchase order will not list individual items or prices. Vendor must have the Contract Purchase Order before making any delivery. Payment will be made by the City on a monthly basis.
 - b) All invoices must be submitted in duplicate and show each purchase order number. Invoices must be legible. Items billed on invoices must be specific as to applicable stock, manufacturer, catalog or part number (if any). All items must show unit prices or otherwise specified. If prices are based on discounts from list, then list prices, discounts in terms of percentage, and net prices must be shown. If prices are based on list prices basis, then the list prices, the "plus" in terms of percentage, and net unit prices, extensions and net total prices must be shown. In connection with any term discount offered, time will be computed from the first of the month following receipt of supplies or services, or a correct invoice. Payment is deemed to be made on the date of mailing of the check.
 - c) Vendors' facilities and equipment will be a determining factor in making the bid award. All bidders may be subject to inspection of their facilities and equipment.
4. Any materials or parts used in complying with contract are to be equal to or better than original equipment, and approved by the City.
5. Prices must remain firm for the duration of the contract period.

6. The City reserves the right to extend the term of the contract in 30 day increments, not to exceed 90 days total with written notice to the vendor; provided, that the City shall give the vendor a preliminary written notice of its intent to extend at least 10 days before the contract expires. The preliminary notice does not commit the City to an extension.

PRE-BID CONFERENCE

A pre-bid conference will be held on Friday, February 3, 2006, at 10:00 a.m. at the Central Library located at 600 Soledad, 3rd floor, Alamo Area Library System (AALS) conference room. All prospective vendors are encouraged to attend the pre-bid conference.

SPECIFIC REQUIREMENTS

1. The vendor shall install operating system upgrades for Windows® 2000 Professional service pack 4 or higher for all machines. Software support includes the most current Microsoft Windows updates and patches, installations and upgrades of antivirus software, and the virus definitions. Installations, relocations, removals, repairs, upgrades, and similar service for personal computer software, hardware, notebook PC's and other related computer equipment is included in the services provided. In addition, network configurations allowing connection and access to the Internet, is included in provided services.
2. Multiple work assignments may be requested simultaneously for work to be performed. These simultaneous assignments may be located at different locations within the AALS area libraries. Non-scheduled maintenance service to fix problems related to hardware, software, network, and operating systems issues shall be coordinated with AALS staff. An authorized vendor supervisor will be responsible for coordinating work and assisting with solutions for conflicts that may occur. This supervisor shall have decision-making authority and be readily available to provide assistance to the AALS staff. Employee ID badges must be worn by vendor employees while on AALS area library premises and must be clearly visible to library staff at all times.
3. All equipment, tools, and testing devices used for performing jobs shall be provided by the vendor. An initial meeting between the vendor and the AALS department shall be conducted prior to any work being performed. Training will be provided to familiarize the technicians with AALS area libraries and is not intended to substitute for any certifications, licenses, or experience required. Additional training will be conducted as needed.

WORKING ENVIRONMENT

1. Hardware and software within the AALS department environment will influence services required. Knowledge and experience with the following hardware and software are extremely important and proficiency in servicing these items is mandatory. Following is a list of hardware and software currently located within the AALS department environment.
2. Hardware and software includes, but is not limited to, the following:

A. EQUIPMENT

- Personal Computers, Laptops

- SCSI and EIDE Hard Drives, SATA Hard Drives, Zip Drives, CD Writers, CD/DVD Drives, Combo CD/DVD Drives, Floppy Drives, Tape Backup Drives,
- Motherboards, Video Cards, Memory Cards, Sound Cards, Controller Cards, Network Adapters, Modems, Fans and other internal components.
- Monitors, Keyboards, Mice, Trackballs, Power Supplies, Printers and other external peripheral devices

B. OPERATING AND APPLICATION SOFTWARE

- Microsoft Windows XP Pro, Windows 98, Windows 95, Windows 2000 Pro, NT 4.0, Microsoft Windows 2000 Server, and Microsoft Windows 2003 Server.
- Norton Anti-virus
- McAfee Anti-virus

C. NETWORK CONNECTIVITY AND CONFIGURATION

- TCP/IP
- NetManage
- Small routers, hubs, and/or switches

VENDOR REQUIREMENTS

1. Vendor shall provide experienced personnel with the following minimum skill sets:
 - a. Current Manufacturer Authorized Warranty Service Provider certification for Gateway Personal Computers as well as be designated as a Dell Manufacturer Authorized Warranty Service Provider for parts, labor and services for Dell branded equipment. A Dell Premier Access Program may be substituted for the Dell Manufacturer Service Provider Certification. Proof of acceptable completion of this program must be provided within 10 days after requested by the City.
 - b. One-year experience providing warranty service, including parts, for Dell and Gateway computers obtained within the last 3 years.
 - c. Two years work experience installing, upgrading, moving, removing and configuring hardware, software, operating systems and networks personal computers.
 - d. Microsoft A+ and MCP Certifications in Microsoft Windows 2000 Professional, Windows XP and other operating systems.
2. The AALS department may conduct random audits to ensure certifications are maintained and valid at any time during the contract period. A one month notice will be given if additional technician certifications are required.
3. New vendor employees shall meet and maintain all requirements, licenses and certifications prior to performing work defined by this contract. All costs associated with obtaining the required licenses and certifications will be the responsibility of the vendor.
4. AALS reserves the right to select specific vendor technicians to perform work on AALS equipment. AALS may reject any technician not performing work to AALS standards.

5. All transportation, to and from the worksite, must be provided by the vendor. AALS will not furnish any transportation services for this contract. Transportation of computers, monitors and other bulky IT equipment must be available when needed. The vendor will assume any parking fees incurred by the vendor where parking is unavailable.

SERVICE CALLS

1. Service Calls shall have a unique identification number, Device ID (if applicable), Date, Travel start time, Job Arrival Time, Job Departure Time, Description of work performed and contain a signature block for work acceptance by the AALS area library.
2. A weekly Work Report shall be provided to the AALS Department Systems Supervisor by email or in floppy or CD format. The Work Report will be provided in a Microsoft Excel compatible spreadsheet with a title line and data that can be sorted by column headers. Information should contain the status of all open service calls and an expected completion time for any incomplete work.
3. All AALS area libraries have different working hours. The vendor will be responsible for scheduling an appointment with the area library prior to performance of work required.
4. Technicians must be prompt when reporting to a work appointment. No reimbursement or payment will be made for lost time due to an appointment not being made. In the event a technician is delayed, a call to the area library must be made within 30-minutes of scheduled appointment. The 30-minute call requirement will account for changes in work time, work location or no-show by the area library. Payment will not be made for work cancelled or postponed by the vendor due to unauthorized delay or cancellation of work by the vendor.
5. Vendor will be required to reschedule an appointment in the event a Work Order or Trouble Ticket is revised by AALS and not communicated to the technician. A customer signature on the Work Order or Trouble Ticket will be required to verify any time lost due to the change. Technician will have 15 minutes to either start work or reschedule the job.
6. In the event of an Area Library 'no-show', arrival and departure times must be recorded on a copy of the Work Order and left in a prominent location for the Area Library. The vendor will be required to reschedule the appointment with the Area Library as soon as contact can be made.
7. All installation of devices, components and parts must be performed in accordance with manufacturer's specifications and procedures.
8. The AALS Department Systems Supervisor will define priorities to Trouble Tickets and will inform the vendor of higher priority items.
9. A service request will be called in or emailed to the vendor and a response must be received back within 120 minutes.
10. Trouble ticket calls will be generated to fix or repair equipment, devices, or components on an "as needed" basis. Trouble ticket calls will not be performed on a routine basis.

11. All work must be authorized by the AALS Department Systems Supervisor.

WARRANTY SERVICES, MANUALS AND MEDIA

1. Equipment covered by either standard or extended manufacturer's warranty, shall be repaired according to the manufacturer's warranty terms. If the vendor is not certified to perform warranty work on a specific piece of equipment, it is the vendor's responsibility to determine where to obtain the required warranty service.
2. The integrity of the manufacture's warranty for software, devices and/or component must be maintained during repair or service. Any device and/or component's warranty voided by unauthorized service by the vendor must be replaced or serviced at no charge for the duration of the original warranty term.
3. The AALS department will not provide reimbursement for parts or labor covered by a warranty. All arrangements for warranty service and return or exchange of warranty parts must be coordinated by the vendor with the warranty provider.
4. Replacement Parts not covered by warranty services must be supplied by the vendor. Items replaced by warranty shall be returned according to the terms and conditions of the specific warranty agreement for that part. (Limited to the hardware list provided.)
5. All manufacturer manuals, documentation, and media provided with new software, equipment, devices, or components shall be furnished to the City contact person assigning the Work Order. AALS related software media accompanying equipment must be returned to the area library and/or AALS Department Systems Supervisor.

WORK ORDER SERVICE AND ACCEPTANCE

1. Work order service will include loading and configuration of operating systems, hardware, software, and drivers for network connectivity and will related to normal installations, relocations or removals of equipment.
2. Work orders are expected to be completed within 48 hours after assignment. Work orders exceeding 48 hours must be approved by the appropriate AALS contact.
3. An authorized work order will be issued prior to any work being performed. Work performed without an authorized work order may not be eligible for payment.
4. An appointment shall be coordinated by the vendor with the appropriate area library personnel listed on the Work Order.
5. The City shall accept work performed within 24 hours from the completion of the work order. Acceptance is not deemed complete unless an authorized signature is obtained from City staff.
6. Date and time of work completion shall be given to an authorized City representative immediately upon completion.

INVOICING

The following information must be included on the invoice. The City may request additional data or make changes to the requested data at any time during the contract period:

- * Name of City & Vendor * Vendor's Service Call Ticket Numbers
- * Date of report * Start Time, End Time and Total Time
- * Date of Service * Time Call Opened
- * City's Trouble Ticket Number * Time Call Closed
- * Brief Job Description * Travel Time (start-end)
- * Date of Service Call Ticket * Total Bill Time
- * Name of Staff * Total Bill Amount.

INSURANCE REQUIREMENTS:

The contractor shall maintain, for the duration of this agreement and any extensions or renewals hereof, insurance by a company or companies qualified to do business in the State of Texas, and rated A- or better by A.M. Best Company and/or otherwise acceptable to the City, in the following types and amounts:

Type	Amount
*Workers Compensation Employer's Liability	Statutory \$1,000,000/\$1,000,000/\$1,000,000
Commercial General (public) Liability Insurance to include coverage for the following: a. Premises operations b. Independent contractors c. Products/completed operations d. Personal Injury e. Contractual Liability f. Broad form property damage, to include fire legal liability	<u>F</u> or <u>B</u> odily <u>I</u> njury and <u>P</u> roperty <u>D</u> amage of \$1,000,000 per occurrence; \$2,000,000 General Aggregate, or its equivalent in Umbrella or Excess Liability Coverage (f) \$50,000
Business Automobile Liability a. Owned/leased vehicles b. Non-owned vehicles c. Hired Vehicles	<u>C</u> ombined <u>S</u> ingle <u>L</u> imit for <u>B</u> odily <u>I</u> njury and <u>P</u> roperty <u>D</u> amage of \$1,000,000 per occurrence

Contractor agrees that with respect to the above required insurance, all insurance contracts and Certificate(s) of Insurance will contain the following required provisions:

- Name the City/AALS department and its officers, employees, volunteers, and elected representatives as additional insured's as respects operations and activities of, or on behalf of, the named insured performed under contract with the City, with the exception of the workers' compensation and professional liability policies;
- Provide for an endorsement that the "other insurance" clause shall not apply to the City of San Antonio where the City is an additional insured shown on the policy;

- Workers' compensation and employers' liability policies will provide a waiver of subrogation in favor of the City.

*Any alternate workers compensation employer's liability insurance plan submitted by the vendor must be approved by the City's Risk Management Dept.

PRICE SCHEDULE**SECTION I: MEMORY (RAM)**

<u>ITEM</u>	<u>DESCRIPTION</u>	<u>ESTIMATED QUANTITY</u>	<u>PRICE EACH</u>	<u>PRICE TOTAL</u>
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1	PC 100 128 MB (DIMM)	100	\$_____	\$_____
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BRAND & MODEL NUMBER:_____

2	PC 133 128 MB (DIMM)	100	\$_____	\$_____
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BRAND & MODEL NUMBER:_____

3	PC 100 128 MB (ECC)	100	\$_____	\$_____
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BRAND & MODEL NUMBER:_____

4	PC 133 128 MB (ECC)	100	\$_____	\$_____
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BRAND & MODEL NUMBER:_____

SECTION II: INTERNAL STORAGE (HARD DRIVE) E-IDE TYPE

<u>ITEM</u>	<u>DESCRIPTION</u>	<u>ESTIMATED QUANTITY</u>	<u>PRICE EACH</u>	<u>PRICE TOTAL</u>
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1	Category ATA 100	100		
	80 GB 7200 RPM ATA 100		\$_____	\$_____

BRAND & MODEL NUMBER:_____

2	Category ATA 133	100		
	80 GB 7200 RPM ATA 133		\$_____	\$_____

BRAND & MODEL NUMBER:_____

SECTION III: INTERNAL STORAGE (HARD DRIVE) SCSI TYPE

<u>ITEM</u>	<u>DESCRIPTION</u>	<u>ESTIMATED QUANTITY</u>	<u>PRICE EACH</u>	<u>PRICE TOTAL</u>
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1	36 GB 10,000 RPM SCSI	25	\$_____	\$_____
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BRAND & MODEL NUMBER:_____

SECTION IV: PCI SLOT NETWORKING CARDS

<u>ITEM</u>	<u>DESCRIPTION</u>	<u>ESTIMATED QUANTITY</u>	<u>PRICE EACH</u>	<u>PRICE TOTAL</u>
1	PCI 10/100 Ethernet Network Card	50	\$_____	\$_____

BRAND & MODEL NUMBER:_____

SECTION V: FLOPPY DRIVE 1.44 MB, 3.5 INCH

<u>ITEM</u>	<u>DESCRIPTION</u>	<u>ESTIMATED QUANTITY</u>	<u>PRICE EACH</u>	<u>PRICE TOTAL</u>
1	Generic 1.44 MB, Floppy Drive	100	\$_____	\$_____

BRAND & MODEL NUMBER:_____

SECTION VI: CD-ROM DRIVE (CD-ROM ONLY)

<u>ITEM</u>	<u>DESCRIPTION</u>	<u>ESTIMATED QUANTITY</u>	<u>PRICE EACH</u>	<u>PRICE TOTAL</u>
1	48x Speed IDE CD-ROM Drive	100	\$_____	\$_____

BRAND & MODEL NUMBER:_____

SECTION VII: POWER SUPPLY UNIT (PSU)

<u>ITEM</u>	<u>DESCRIPTION</u>	<u>ESTIMATED QUANTITY</u>	<u>PRICE EACH</u>	<u>PRICE TOTAL</u>
1	300 Watt ATX/80mm	25	\$_____	\$_____

BRAND & MODEL NUMBER:_____

2	400 Watt ATX/80mm	25	\$_____	\$_____
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BRAND & MODEL NUMBER:_____

SECTION VIII: KEYBOARDS

<u>ITEM</u>	<u>DESCRIPTION</u>	<u>ESTIMATED QUANTITY</u>	<u>PRICE EACH</u>	<u>PRICE TOTAL</u>
1	PS/2 Keyboard 104 or 107 Keys	100	\$_____	\$_____

BRAND & MODEL NUMBER:_____

SECTION IX: MICE

<u>ITEM</u>	<u>DESCRIPTION</u>	<u>ESTIMATED QUANTITY</u>	<u>PRICE EACH</u>	<u>PRICE TOTAL</u>
1	PS/2 Mouse with Scroll Wheel	100	\$_____	\$_____

BRAND & MODEL NUMBER:_____

SECTION X: SOUND CARDS (AUDIO)

<u>ITEM</u>	<u>DESCRIPTION</u>	<u>ESTIMATED QUANTITY</u>	<u>PRICE EACH</u>	<u>PRICE TOTAL</u>
1	PCI Slot Sound Card 16 Bit	25	\$_____	\$_____

BRAND & MODEL NUMBER:_____

SECTION XI: VIDEO CARDS (GRAPHICS)

<u>ITEM</u>	<u>DESCRIPTION</u>	<u>ESTIMATED QUANTITY</u>	<u>PRICE EACH</u>	<u>PRICE TOTAL</u>
1	PCI Slot VGA 32MB	25	\$_____	\$_____

BRAND & MODEL NUMBER:_____

SECTION XII: FANS

<u>ITEM</u>	<u>DESCRIPTION</u>	<u>ESTIMATED QUANTITY</u>	<u>PRICE EACH</u>	<u>PRICE TOTAL</u>
1	80MM Case Fan (minimum 2500 rpm)	25	\$_____	\$_____

BRAND & MODEL NUMBER:_____

2	Socket 7 and Socket 370 CPU Cooling Fan (minimum 4500 rpm)	25	\$_____	\$_____
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BRAND & MODEL NUMBER:_____

3	Socket A and Socket 370 CPU Cooling Fan (minimum 4500 rpm)	25	\$_____	\$_____
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BRAND & MODEL NUMBER:_____

SECTION XIII: LABOR AND SERVICE

<u>ITEM</u>	<u>DESCRIPTION</u>	<u>MONTHLY RATE</u>
1	Labor and Service	\$_____Price per Month

Statement:

“Effective January 1, 2006, Chapter 176 of the Texas Local Government Code requires that persons, or their agents, who seek to contract for the sale or purchase of property, goods, or services with the City, shall file a completed conflict of interest questionnaire with the City Clerk not later than the 7th business day after the date that the person: (1) begins contract discussions or negotiations with the City; or (2) submits to the City an application, response to a request for proposals or bids, correspondence, or another writing related to a potential agreement with the City. The conflict of interest questionnaire form is available from the Texas Ethics Commission at www.ethics.state.tx.us <<http://www.ethics.state.tx.us>>. Completed conflict of interest questionnaires may be mailed or delivered by hand to the Office of the City Clerk. If mailing a completed conflict of interest questionnaire, mail to: Office of the City Clerk, P.O. Box 839966, San Antonio, TX 78283-3966. If delivering a completed conflict of interest questionnaire, deliver to: Office of the City Clerk, City Hall, 2nd floor, 100 Military Plaza, San Antonio, TX 78205.”

ATTACHMENT A

LOCATIONS: The following are the addresses for the 21 area libraries that will be supported

1. Kronkosky Library of Bandera County
515 Main St
Bandera, TX 78003-1568
2. Kinney County Public Library
510 S. Ellen
Brackettville, TX 78832-0975
3. Bulverde/Spring Branch Library
20475 Hwy. 46 W. Suite 340
Spring Branch, TX 78070
4. Camp Wood Public Library
106 S. Nueces St.
Camp Wood, TX 78833-0138
5. Dimmit County Public Library, Carrizo Springs
200 N. 9th St.
Carrizo Springs, TX 78834
6. Charlotte Public Library
77 Yule St.
Charlotte, TX 78011
7. Converse Area Public Library
601 S. Seguin St.
Converse, TX 78109
8. Val Verde County Library, Del Rio
300 Spring St.
Del Rio, TX 78840
9. Dilley Public Library
231 W. FM 117
Dilley, TX 78017
10. Falls City Public Library
206 N. Irvin
Falls City, TX 78113
11. Hondo Public Library
1011 19th St.
Hondo, TX 78861
12. Kendalia Public Library
2601-B Hwy. 473
Kendalia, TX 78027
13. Kenedy Public Library
303 W. Main St.
Kenedy, TX 78119
14. Real County Public Library
225 Main St.
Leakey, TX 78873-0488
15. New Braunfels Public Library
700 E. Common St.
New Braunfels, TX 78130
16. Pleasanton Public Library
321 N. Main St.
Pleasanton, TX 78064
17. Poteet Public Library
500 Avenue H
Poteet, TX 78065
18. Runge Public Library
311 N. Helena St
Runge, TX 78151
19. Sabinal Public Library
312 N. Center St.
Sabinal, TX 78881
20. Utopia Memorial Library
800 Main St.
Utopia, TX 78884
21. El Progreso Memorial Library
301 W. Main St.
Uvalde, TX 78801